IDAHO EMERGENCY COMMUNICATIONS COMMISSION
DISPATCH CENTER SURVEY EXECUTIVE SUMMARY
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During the spring and summer of 2005, the Idaho Emergency Communications Commission engaged in the process to determine where each county stands in terms of the use of 911 in Idaho and the various technologies that are available for use in most areas of the state. The Commission believed that the survey would give them a better understanding of where its efforts to help local government should be focused. The Commission sought the technical and administrative assistance of the Ada County Sheriff's Office Communications Division to complete the survey and compile the information. A big thank you is expressed to Les Shadduck as he was responsible for the obtaining the information and compiling it for the Commission.

Included in this summary is the information that is the most relevant to the next steps the Commission needs to engage in. The full survey results that were 100% completed are available for review and should be helpful to the Statewide Interoperability Executive Council (SIEC) and other government and public safety entities for planning purposes. The answers in the survey are as provided by those responding to the questions without any change to the data that may be incorrect. However, when compiling this information it was observed while there was a great response to the survey, there is a basic underlying theme in the answers to the questions that there is a need for education in not only basic terminology but also in enhanced PASP technologies.

❑ Number of Public Safety Answering Points ("PSAPs"): 47 total
   Counties: 40
   Multi-county: 1
   Cities: 6 - includes the City of Moscow which contracts with the City of Pullman, Washington

❑ Number of 911 calls per month: approximately 41,913
   Wireline calls: 28,338   Percent of total calls: 68%
   Wireless calls: 13,575   Percent of total calls: 32%
   PSAPs unable to determine number of calls per month: 12
   The number of Voice Over Internet Protocol ("VoIP") calls into dispatch centers is becoming more prevalent although no specific data was collected.

❑ Number of PSAPS utilizing Phase I information: 5   (Includes Ada, Bingham, Kootenai, Minidoka and the City of Moscow)

   The expected implementation of Phase I in most PSAPs is largely unknown.

- Number of PSAPS utilizing Phase II information: 3 (Includes Ada, Bingham and Kootenai)

  The expected implementation of Phase II in most PSAPs is largely unknown.

- Carriers – There a large variety of wireless and wireline operating throughout the state and are all generally known by the PSAPs.
  - The PSAP with the fewest is 2.
  - The PSAP with the most is 17.

- Computer Aided Dispatch ("CAD") Systems – Most PSAPs are using some variety of CAD.
  - 31 PSAPs are using a CAD system
  - 16 PSAPs are not using a CAD system

- Geographical Information Systems ("GIS")- Most PSAPs are not using some variety of GIS. This is significant as Assessor's offices are using this information but not dispatch.
  - 14 are using GIS in dispatch
  - 33 are not using GIS in dispatch

- Automatic Vehicle Location ("AVL") – Only 2 PSAPs are using this technology. Ada County and the City of Twin Falls are currently using.

- Records Management System ("RMS") - Most PSAPs are using some variety of RMS
  - 38 PSAPs are using a RMS system
  - 9 PSAPs are not using a RMS system

- Emergency Medical Dispatch ("EMD") – There are about half of the PSAPs using these systems.
  - 25 PSAPs are using a EMD system
  - 22 PSAPs are not using a EMD system

- There are 467 full-time dispatchers and 86 part-time dispatchers employed in the State.

- Shifts for dispatchers vary between 8 to 12 hour shifts.

- Training of dispatchers is widely varied.
  - Length of training on average is about 6 weeks and included in that is 2 weeks for law enforcement call training, 2 weeks for fire call training and 2 weeks for emergency medical call training.

  - Significant that there are 9 PSAPS that do not provide any formal training.

- Backup Dispatch Centers ("BUD") – Of major significance is that 26 PSAPs do not operate a BUD in the event their main system is dysfunctional. Of those centers that have a BUD most do not routinely test the BUD's readiness.

- ❑ PSAP Operation Cost – Size of the center and population is the major factor of determining the cost of operation, as this is common sense. However, the cost of operation in this survey was largely unreported. Of those reporting:
  - o High - $290,000/month
  - o Low - $200/month

- ❑ PSAP Income from various sources:
  - o Wireline fees
  - o Wireless fees

- ❑ Use of 911 user fees for payment of dispatcher salaries
  - o 10 are using
  - o 36 are not using
  - o 1 unknown

- ❑ A question should have been included in the survey as to whether or not an independent audit was being performed by the various entities collecting 911 user fees in compliance with the Emergency Communications Act.

This survey and the information it contains and how it is utilized should be viewed as a work in progress. If you feel you need detailed information in specific areas, please contact Scot Maring, Department of Administration as he has the raw data and should be able to provide the information in the format you require.